Tier Indicators

	TIER 1	**TIER 2**	**TIER 3**	**TIER 4**
Quick Reference	**Basic knowledge**	**Working knowledge**	**Proficient**	**Subject matter expert**
Definition	An individual has a basic knowledge of the subject matter and shows an awareness of how this competency relates to their job.	An individual has a working knowledge of the subject matter such that they are able to effectively apply that in their job.	Through the experience of applying their knowledge on the job, or other related activities, an individual has developed a thorough understanding of the subject matter AND is highly proficient in being able to apply that knowledge in their work environment.	Through years of experience, or advanced study, an individual has developed a comprehensive understanding of the subject matter and its interactions with other disciplines/competencies. The individual has advanced their set of skills to be able to apply their expertise to a multitude of projects and situations. The individual utilizes their in-depth knowledge to communicate and collaborate with peers within their normal work environment and outside to other professional business or technical communities.

Knowledge Measurements

	TIER 1	**TIER 2**	**TIER 3**	**TIER 4**
Use of Tools & Best Practices	Shows a basic knowledge of competency-related tools and best practices.	Exhibits ability to effectively use competency-related tools and best practices to perform their job.	Demonstrates skilled proficiency in their use of competency-related tools and best practices in their work environment.	Recognized by peers in their community and/or management, as having comprehensive knowledge of competency-related tools and best practices, how to apply them and how to improve them.
Knowledge and application of Policy & Standards & other documents	Shows a basic knowledge of competency-related policies, standards and other documentation..	Exhibits ability to effectively use their knowledge of competency-related policies, standards and other documentation to successfully perform their job.	Demonstrates skilled proficiency in their ability to incorporate their knowledge of competency-related policies, standards and other documentation to impact and modify systems and process in their work environment.	Recognized by peers in their community and/or management, for their expert ability to establish or modify competency-related policies, standards or technical specifications and/or development of other discipline related documentation utilized in their professional business or technical communities.
Information Collection & Analysis	Understand the basic information/data elements related to their competency.	Exhibits ability to effectively compile and analyze competency-related data for their job.	Demonstrates skilled proficiency in their ability to compile and summarize data, produce technical outputs and provide complex analysis for their work environment.	Recognized by peers in their community and/or management for their ability to provide a comprehensive data analysis to determine performance of organization or discipline-related systems, processes and events.
Problem Identification & Resolution	Shows an ability to review previously identified competency related problems and understand the applied solution.	Exhibits ability to effectively utilize their knowledge to routinely identify and solve work-related problems in their competency.	Demonstrates skilled proficiency in their ability to develop or change procedures/processes to resolve and/or prevent difficult technical/business issues.	Recognized by peers in their community and/or management for their comprehensive knowledge of the impact and interactions between multiple business/technical systems/processes that enables them to identify, assess and resolve complex technical or business problems.
Professional Development & Communication	Shows an ability to read and comprehend basic competency-related knowledge and information.	Exhibits ability to research, learn, and apply competency-related information to their job and effectively communicate that to peers in their professional community.	Demonstrates skilled proficiency in their ability to generate and present technical or functional documents and briefings to a variety of technical, functional, and/or management audiences.	Recognized by peers in their community and/or management for their comprehensive knowledge of the subject matter and their communication skills, they serve as an Agency, Center, and/or industry-wide resource for information and are often technical/business expert representatives on Center, Agency, industry, or academic working groups, boards, or panels.
Process/System Application, Assessment, & Integration	Shows a basic knowledge of competency-related processes/systems and the ability to follow prescribed procedures and implement plans.	Exhibits the ability to effectively utilize their knowledge to review and assess technical and/or business processes for impacts to the work flow.	Demonstrates skilled proficiency in their ability to apply their knowledge to assess and integrate across organizational, functional, or competency boundaries when developing or modifying business processes and/or technical systems.	Recognized by peers in their community and/or management for their expert ability to assess customer, system, or functional requirements in relation to their specific discipline and provide comprehensive solutions/products that meet the resource, technical, or situational constraints.